

Application for Assistance Guidebook



North Dakota Department of Human Services

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1-800-366-6888 (Relay ND text and voice)

www.nd.gov/dhs/

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General Information

What programs can I apply for?

You may apply for any or all of these programs with this application:

- Temporary Assistance for Needy Families (TANF)
- Child Care Assistance
- Food Assistance
- Health Care Coverage
 - Aid to the Blind
 - Healthy Steps (State Children's Health Insurance Program – SCHIP)
 - Medicaid
 - Medicare Savings Program
- Basic Care

Contact your local county social service office to apply, or to request an application by mail. The 'Application For Assistance' can also be printed from the Internet at www.nd.gov/dhs/info/pubs/application.html.

If you need help applying for assistance, you may have a friend, relative or someone else help you apply. Your local county social service office can also help you apply for assistance.

What do you do with my information?

The information you provide is held in confidence and is used solely for the purpose of program administration.

What information is optional?

You will be asked to provide information about the race, ethnic background, sex and marital status for all persons for whom you want assistance. This information is voluntary and is used to make sure that benefits are provided without regard to race, color or national origin. Providing this information will not affect your eligibility or benefit amount.

What information do I need to provide?

To speed up the processing of your application, turn in with your application or bring to your interview the following items. Your worker may be able to help you obtain these things if needed.

Verification of Alien or Citizenship Status such as (original documents required if applying for Health Care Coverage):

- | | |
|---|--|
| • Resident Alien Card (Form I-551) | • Temporary Resident Card (Form I-688) |
| • Employment Authorization Card (Form I-688A) | • Arrival-Departure Record (Form I-94) |

You will be asked to provide information about the citizenship or immigration status for all persons for whom you want to receive assistance. If any of these persons do not want to give information about their citizenship or immigration status, they will not be eligible for benefits. Other household members may still get benefits if they are otherwise eligible. We will not share alien or citizenship information about non-applicants with the United States Citizenship and Immigration Service (USCIS).

Verification of the value of current assets such as:

- Annuities
- Business Accounts
- Certificates of Deposit
- Checking/Savings/Credit Union Accounts
- IRA/401K/KEOGH plans
- Life Insurance
- Real Property (Land, Rental Property, etc.)
- Saving Bonds
- Stocks/Bonds/Mutual Funds
- Trusts

If only applying for Child Care Assistance or Health Care Coverage for children and family coverage, you do not need to report or bring records of your assets.

Verification of expenses such as:

- Child/Dependent Care
- Court Ordered Payments (Child Support, Health Insurance, Other Support)
- Medical or Health Insurance Premiums (If applying for Food Assistance only, you do not need to provide information for household members under age 60 unless they are disabled.)
- Utility/Shelter Expenses (If applying for Food Assistance)
 - Heating and Cooling Costs
 - Home Owner's Insurance
 - House Payment
 - Other Utility Bills
 - Property Taxes
 - Rent (Receipt, Lease Agreement, Housing Assistance Contract)
 - Telephone Bill

Verification of income such as:

- Bonuses
- Child Support
- Commissions
- Lease Income
- Money from Friends, Relatives or Others
- Pay (Pay Stubs or Employer Statement)
- Pension/Retirement Benefits
- Rental Income
- Self-Employment Income
- Social Security Benefits
- Spousal Support
- SSI
- Unemployment Benefits
- Veterans'/Military Benefits
- Workers Compensation

Verification of other information such as:

- Identity (Birth Certificate, Driver's License, Work or School ID – original documents required if applying for Health Care Coverage)
- Age (Birth Certificate, Driver's License)
- Relationship (Birth Certificate)
- Residence (Rent Receipts, Utility Bills, Lease)
- Social Security Numbers
- Verification of Pregnancy

Do I have to provide my Social Security Number and how is it used?

You will be asked to provide Social Security Numbers (SSNs) for all persons for whom you want assistance, except Child Care Assistance. If any of these persons do not have an SSN, we can help you apply for one. Providing or applying for an SSN is voluntary; however, any person who wants assistance but who doesn't want to give information about their SSN will not be eligible for benefits. Other household members may still get benefits if they are otherwise eligible. If you are applying only for emergency Medicaid because of your citizenship or immigration status, you do not need to give us information about your SSN.

The social security number is used to check the identity of household members, to prevent duplicate participation, to monitor compliance with program regulations, for claim collection, for official examinations by Federal or State agencies, and to help make mass changes. The social security number is also used to check information in our records against other Federal, State or local government computer matching systems participating in the Income and Eligibility Verification System, including but not limited to the Internal Revenue Service, Social Security Administration, Department of Labor and TANF, which may affect eligibility and the level of benefits.

Use of social security numbers provided for Food Assistance and TANF benefits may be disclosed to law enforcement for purposes of apprehending fleeing felons.

We will not share your SSN with the United States Citizenship and Immigration Services (USCIS).

What are my program rights?

You have the right to:

- Review policy manual.
- Withdraw your application at any time, prior to receiving benefits.
- Appeal and request a fair hearing if you disagree with any decision to deny, reduce or terminate benefits. Appeals must be requested within 30 days for Medicaid, Healthy Steps, Basic Care, TANF, Child Care Assistance, or within 90 days for Food Assistance.

Is there additional important information for immigrants?

If you or members of your household use Child Care Assistance, Food Assistance, Health Care Coverage or Basic Care, it will not affect you or your family members' immigration status. Also, it will not affect you or your family members' ability to get a green card. The exception is if you use long-term institutional care, such as a nursing home.

Use of TANF or Supplemental Security Income (SSI) might create problems with getting a green card, especially if the benefits are your family's only income. Talk to an agency that helps immigrants with legal questions before you apply.

Refugees and persons granted asylum can use benefits, including cash assistance, without hurting your chances of getting a green card or U.S. citizenship.

If you would like more information, please contact your local county social service office.



Notice of Privacy Practices – Effective 4-14-03

This notice describes how medical information about you may be used and disclosed and how you can get access to this information, please review it carefully.

Meaning of “you,” “we,” and “department.” In this notice, when we say “we” or “us”, we mean the staff of the Department of Human Services. When we say “department” we mean the Department of Human Services. When we say “you,” “your”, or “yours,” we mean you as an individual and members of your family or household who live with you.

Understanding Your Personal Health Information. Personal health information is any information created and used by the Department, or received from a health care provider, about your health care. Information may include your name, address, birth date, phone number, social security number, Medicare number, health insurance policies, health information, your diagnoses, and the medical treatments you received.

Department’s Confidentiality Commitment. The Department is committed to protecting your privacy. Any personal health information about you that is generated by this Department or received from health care providers will be kept confidential to the full extent required by the law. The law requires us to maintain the privacy of protected health information, to provide you with this notice, and to abide by what this notice says. We may change what this notice says, but will provide you with information about any changes made if you are then receiving services from the Department or upon your request.

How Information is Used By The Department. Except as explained in this notice, we will disclose and use your personal health information only with your written authorization. We may use your personal health information for treatment, payment and health care operations without your written authorization (except if you are being treated for alcohol or drug abuse). “Treatment information” is information you give to us or a health care provider gives to us that will be used to determine the course of treatment and to document treatment you have received or will receive.

“Payment information” includes a bill for services sent to you or to a health insurance company or Medicare and a bill for services from a health care provider, and may include information that identifies you, your diagnosis or other necessary information for accurate payment. “Health care operations information” includes information used to assess the care and outcomes in your case and other cases and to assure the quality and effectiveness of healthcare services. We may also use or disclose your personal health information to:

- Keep you informed about appointments, program information, and benefits and services that may be of interest to you;
- Notify another person responsible for your care if necessary;
- Communicate with any person you identify about that person’s involvement in your care or payment for your care;
- Business associates that perform functions on behalf of the Department.
- Other agencies as required for oversight activities such as licensure, inspections, investigations, audits, or Facility Accreditation;
- Law enforcement personnel for specific purposes, including reporting any suspected child abuse or neglect;

- Staff or research projects that ensure the continued privacy and protection of protected health information;
- Public health agencies to prevent or control disease and for statistical reporting, to the Food and Drug Administration for reporting reactions to medications, to Workplace Safety and Insurance for benefit coordination, to government agencies in cases of national security or for military purposes, or to correctional institutions;
- Respond to a court order, or subpoena if efforts have been made to tell you about the request or to obtain an order protecting the information requested; and
- Share with our business partners who perform case management, coordination of care, other assessment activities, or payment activities, and who must abide by the same confidentiality requirements.

Your Health Information Rights. You have the following rights regarding your personal health information maintained by Department:

1. You may request restriction on certain uses and disclosure of your information. We may not be able to agree to the requested restriction, but if approved, we will abide by it except in an emergency treatment situation or as required by law.
2. If you feel that some information the Department has created about you is wrong, you may ask to change that information. In certain situations, we may deny your request. We will notify you if we deny your request and tell you how to request a review of the denial.
3. You may inspect and obtain a copy of your personal health information in our possession. We may limit or deny you access in very limited circumstances. You have the right to request a review of most denials. We will notify you if we deny your request and tell you how to request a review of the denial. We may charge a fee for copies you request for personal use.
4. You may obtain a paper copy of this notice upon request.
5. You may revoke a signed authorization for the use or disclosure of your protected health information except to the extent we have already acted based on your authorization.
6. If you request, we will account for disclosures we have made of your protected health information made by us beginning in April 2003, except for disclosures to you, under an authorization, for treatment, payment, or health operations purposes, and a few other situations. We will not charge for the first accounting given to you in a twelve-month period. We will charge a fee for an additional accounting requested in that twelve-month period.
7. You may request that we contact you about personal health care matters only in a certain way (phone, e-mail, in writing) and at a certain location (home, office, at an address you have given).

For More Information or to Report a Problem. If you have questions and would like additional information, you may contact the Administrative Assistant, toll-free at 1-800-472-2622, Department of Human Services, Dept. 325, 600 East Boulevard, Bismarck, North Dakota, 58505-0250. If you believe that your privacy rights have been violated, you may file a complaint with the division or unit of the Department where you received services. You may also file a complaint with the Secretary of Health and Human services by calling or writing to: Region VIII, Office for Civil Rights, U.S. Department of Health and Human Services, 1961 Stout Street—Room 1426, Denver, CO 80294-3538. Phone (303) 844-2024. FAX (303) 844-2025. TDD (303) 844-3439.

There will be no retaliation against you for filing a complaint.



Temporary Assistance For Needy Families (TANF)

What is TANF?

TANF makes a payment on behalf of needy children residing in North Dakota.

Who may be eligible?

If you are a relative taking care of a child, you and the child may be eligible if the child is:

- Under age 18 or will graduate from high school by age 19; and
- Be without parental support because of a parent's death, physical or mental disability, age or continued absence from the home.

You may also be eligible if you are in your third trimester of pregnancy.

A child born after July 1, 1998, who was conceived while the parent received benefits, will not be eligible, unless the child is conceived as a result of rape or incest.

What are the income and asset limits?

Monthly income from wages, child support, social security, pensions, veterans' benefits, or other sources must be less than the TANF income limits. Please contact your local county social service office for the current limits.

The asset limits are \$3,000 for one individual, \$6,000 for a household of two individuals, and an additional \$25 per person for households of three and more.

Some assets are not counted such as:

- The home you live in
- One car
- Your household goods and furniture
- Your personal belongings and clothing

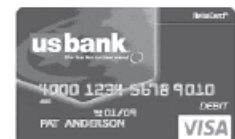
When will I receive my benefits?

If you are eligible, you will get your benefits no later than 30 days from the date your local county social service office receives your signed application.

After your application is approved, your benefits will be available on the 1st working day of each month.

How do I receive my benefits?

You will receive an Electronic Payment Card (EPC) in the mail. Benefits are deposited into your EPC account, much like a bank account. (See the TANF ReliaCard Client Handbook for more information.)



How long can I receive TANF benefits?

You may receive TANF up to 60 months. There are some exceptions for families to go beyond 60 months. You may contact your local county social service office about these exceptions.

What is Diversion Assistance?

Diversion Assistance provides short-term help to families to assist them in becoming or remaining self-sufficient. Diversion cash assistance is provided to qualified families for up to four months within a twelve-month period, while enabling individuals to clear up problems that might push them further into poverty. Adult household members will be required to participate in the Pathways to Work (PtW) program. The goal of the Pathways to Work program is to help reduce barriers to employment, prepare for and obtain paid employment. TANF rules that do not apply to Diversion Assistance will be explained during your interview with your worker.

What is Transition Assistance?

Transition Assistance promotes job retention by providing an extended period of cash assistance to qualified TANF households. TANF households with earnings from employment exceeding the allowable standard of need for their household size may remain eligible for TANF for up to six months. Transition Assistance provides a safety net of financial support during this six-month period to assist households in attaining self-sufficiency; thereby eliminating the need for future government benefits.

What are the program rules?

Before you can receive benefits you must:

- Complete SFN 74 - Child Support Information and DN 403 – Acknowledgement of Nonrepresentation form, which will be provided by your local county social service office.
- Be in compliance with Child Support Enforcement requirements.
- Contact the JOBS/Tribal NEW coordinator within seven days from the date of referral.
- Be a resident of North Dakota

Once you are eligible you must:

- Cooperate with Child Support Enforcement (See the Child Support Enforcement section for more information.). If you are interested in receiving TANF and your cooperation with CSE might not be in the best interest of your child (example: domestic violence situation), you may claim “good cause”. If you claim “good cause”, you will need to provide additional information so “good cause” can be established. Refusal to cooperate, without good cause, will result in less benefits and could result in case closure.
- Cooperate with the Health Tracks Program. Children and caretakers under the age of 21 years of age must be screened under the Health Tracks Program. (See the Health Tracks Program section for more information.)
- Complete a family assessment and sign a Social Contract. The family assessment and the Social Contract will be explained during your interview with your worker.
- Cooperate with the JOBS/Tribal NEW Program. (See the JOBS section for more information.)

Do I get my child support while I receive TANF?

No, when a family receives TANF, all unpaid child and spousal support owed now (pre-assistance arrears) is assigned to the State of North Dakota. Any support that becomes due while receiving TANF is assigned to the State of North Dakota and will remain assigned forever. The State of North Dakota will only keep assigned support up to the amount of TANF your family received.

If you receive child support payments directly from the absent parent, from any agency or any other source, you must immediately give the payment to Child Support Enforcement. Failure to do so constitutes fraud and prosecution through the state's attorney's office will be pursued.

Do I get my child support when I stop receiving TANF?

Yes, support which becomes due after you stop receiving TANF is not assigned. After you stop receiving TANF, the State of North Dakota will give up the right to any remaining pre-assistance arrears unless this support is collected through the Federal Tax Offset Program.

What if I have more questions about my child support?

See the Child Support section for more information. You may also contact Child Support Enforcement or your local county social service office.

What information do I need to report if I am eligible?

Once you are eligible, the following changes must be reported within 5 days of the time you learn of the change. Report changes in:

- Gross monthly unearned income. Examples of unearned income:
 - Child Support
 - Social Security Benefits
 - Spousal Support
 - Unemployment Compensation
 - Veterans'/Military Benefits
 - Workers' Compensation
- Gross monthly earned income. Examples of earned income:
 - Wages
 - Salary
 - Earnings from a Job
 - Self-Employment

You will also need to report:

- Changes in the source of income (a new job, a job loss, receipt or loss of unearned income).
- Changes in persons moving in and/or out of your home. This includes friends, family, relatives etc.
- If you are moving to a new address.

What happens if I give false information on purpose?

If you:

- Give false information on purpose it might result in us taking legal action against you, either criminal or civil. It might also mean we reduce your benefits, take money back from you or you might not get benefits for 1 year for the first time, 2 years for the second time and forever for the third time.
- Have a drug related felony you may not get benefits.
- Are a fleeing felon, parole or probation violator, you may not get benefits.
- Give false information about who you are or where you live, you may not get TANF for 10 years.

Family Violence Screening

What is it?

TANF households will be screened for domestic violence. You may choose to discuss domestic violence with your worker at any time. This information will remain confidential.

At your request, a referral may be made to a local domestic violence program where services and options will be discussed. You may not have to meet TANF work and child support requirements while you receive services related to domestic violence.

Choosing not to discuss domestic violence will NOT result in the denial of TANF benefits.

What is the definition of domestic violence?

Domestic violence is physical harm, bodily injury, sexual activity by physical force, assault, or the fear of any of the above. Physical, emotional, and sexual abuse can occur between family members, household members, or people in a dating relationship.

Following is a listing of agencies providing services for abused individuals who choose to seek services on their own:

North Dakota Council on Abused Women's Services/Coalition Against Sexual Assault in North Dakota

418 E. Rosser Ave. Suite #320
Bismarck, ND 58501
1-888-255-6240 or (701) 255-6240

BELCOURT:

Hearts of Hope/Victims of Crime Program
PO Box 900, Belcourt, ND 58316
Crisis Line: (701) 477-5614;
After hours (701) 477-6134

BISMARCK:

Abused Adult Resource Center
PO Box 5003, Bismarck, ND 58502
(701) 222-8370;
Crisis Line: 1-800-341-7009

BOTTINEAU:

Family Crisis Center
PO Box 371, Bottineau, ND 58318
(701) 228-2028;
Crisis Line: 1-800-398-1098; 1-888-755-7595

DEVILS LAKE:

SAFE Alternatives for Abused Families
PO Box 646, Devils Lake, ND 58301
(701) 662-7378;
Crisis Line: (701) 662-7378; 1-888-662-7378

DICKINSON:

Domestic Violence and Rape Crisis Center
PO Box 1081, Dickinson, ND 58602
Crisis Line: (701) 225-4506; 1-888-225-4506

ELLENDALE:

Kedish House
PO Box 322, Ellendale, ND 58436
(701) 349-4729;
Crisis Line: (701) 349-5118; 1-877-349-4729

FARGO:

Rape and Abuse Crisis Center
PO Box 2984, Fargo, ND 58108
Crisis Line: (701) 293-7273; 1-800-344-7273

FORT BERTHOLD:

Coalition Against Domestic Violence
PO Box 935, New Town, ND 58763
(701) 627-4171;
Crisis Line: (701) 627-3617

GRAFTON:

Tri-County Crisis Intervention Inc.
PO Box 308, Grafton, ND 58237
(701) 352-4242;
Crisis Line: (701) 352-3059

GRAND FORKS:

Community Violence Intervention Center
211 South 4th St., Grand Forks, ND 58201
(701) 746-0405;
Crisis Line: (701) 746-8900; 1-888-746-8900

JAMESTOWN:

S.A.F.E. Shelter
PO Box 1934, Jamestown, ND 58402
Crisis Line: (701) 251-2300; 1-888-353-7233

MCLEAN COUNTY:

McLean Family Resource Center
PO Box 506, Washburn, ND 58577
Crisis Line: (701) 462-8643; 1-800-651-8643

MERCER COUNTY:

Women's Action Resource Center
PO Box 940, Beulah, ND 58523
Crisis Line: (701) 873-2274

MINOT:

Domestic Violence Crisis Center
PO Box 881, Minot, ND 58702
(701) 852-2258
Crisis Line: (701) 857-2200; 1-800-398-1098

RANSOM COUNTY:

Abused Resource Network
PO Box 919, Lisbon, ND 58054
Crisis Line: (701) 683-5061; 1-877-683-5061

SPIRIT LAKE:

Spirit Lake Victim Assistance
Box 297, Ft. Totten, ND 58335
(701) 766-1816;
Crisis Line: (701) 766-1816; 1-866-723-3032

STANLEY:

Domestic Violence Program, NW ND
PO Box 538, Stanley, ND 58784
Crisis Line: (701) 628-3233; 1-800-273-8232

VALLEY CITY:

Abused Persons Outreach Center
PO Box 508, Valley City, ND 58702
(701) 845-0078;
Crisis Line: (701) 845-0072; 1-866-845-0072

WAHPETON:

Three Rivers Crisis Center
315 11th St. N., Wahpeton, ND 58075
Crisis Line: (701) 642-2115; 1-800-627-3659

WILLISTON:

Family Crisis Shelter
PO Box 1893, Williston, ND 58802
(701) 572-0757
Crisis Line: (701) 572-9111

Job Opportunities and Basic Skills (JOBS) Program/Tribal Native Employment Works (Tribal NEW) Program

What is the JOBS/Tribal NEW Program?

The JOBS/Tribal NEW Program is the employment and training part of the TANF Program. The goal of the JOBS/Tribal NEW Program is to help individuals who receive TANF to become self-sufficient by participating in work or other approved work activities.

If you are enrolled in or eligible for enrollment in a federally recognized tribe, and are attending college, vocational education or GED classes, you may be eligible to work with one of the Tribal NEW programs in the State to meet your TANF work requirements. Contact your local county social service office to find out if you are eligible to be in the Tribal NEW Program.

Do I have to work or do work activities to receive TANF?

If you are:

- An adult who receives a TANF benefit, you may need to work or do work activities unless you are over 65 years of age or are caring for a child who is under four months of age.
- A child receiving TANF, over age 16 and not in school, you must work or do work activities.

What will I have to do?

You must cooperate by:

- Contacting the JOBS/Tribal NEW worker and scheduling an appointment within 7 days from the date you are referred.
- Keeping your appointment as scheduled.
- Arranging for child care and transportation to allow you to attend appointments and work activities.
- Meeting with the JOBS/Tribal NEW worker to review the requirements of the JOBS/Tribal NEW Program and completing a plan that outlines work requirements.
- Attending appointments.
- Working when scheduled.
- Participating in approved work activities.
- Accepting job offers and not quitting a job or reducing hours.

What happens if I do not cooperate?

If you do not contact a JOBS/Tribal NEW worker within 7 days from the date of your referral to schedule an appointment for orientation and complete your orientation as scheduled, your TANF application will be denied and you will need to reapply for TANF.

After your TANF application has been approved, if you do not cooperate with requirements of the JOBS/Tribal NEW Program, your TANF or Food Assistance benefits may be reduced. If you continue to not cooperate, your TANF case may be closed.

If you think you have a good reason to not participate in the JOBS/Tribal NEW Program, please contact your local county social service office.

Is there financial help available for work activities?

Financial help may be available for you to get a job or do work activities, including money for:

- Fuel
- Car repairs
- Taxi, bus fares or paying others for rides
- Interview expenses, such as clothing or a haircut
- Relocation assistance
- Child care (See the Child Care Assistance Program section for more information.)

What happens if I cannot get to work?

If you have problems arranging child care or transportation, you must show how you tried to resolve them. You must follow through and cooperate with suggestions from your JOBS/Tribal NEW worker or TANF worker.

What if I am not ready to work?

Work requirements may be delayed if you are not able to work or do other work activities. Consideration may be requested when:

- You are unable to participate due to serious illness or disability
- You must care for a household member who is seriously ill or disabled
- You are unable to find child care even though you made several attempts to do so

TANF Kinship Care

What is TANF Kinship Care?

TANF Kinship Care provides an alternative to foster care. Social workers place children with family members and find the necessary resources to help meet the needs of the children. Family members include grandparents, aunts, uncles, siblings older than age 16, or cousins who are age 18 or older.

This program helps family members address the financial challenges of caring for a child. This financial assistance is available for the child until the child is reunited with parents or moves into a more permanent living situation.

Who may be eligible?

A child who is:

- In the care, custody and control of a county or state agency; and
- Younger than age 18 (unless a child is enrolled full-time in high school and is expected to graduate before he or she turns 19); and
- Living with a relative within the fifth degree of relationship (grandparent, aunt, uncle, sibling that is older than 16, or a cousin age 18 or older).

What are the program requirements?

- The caretaker must sign a Kinship Care Agreement.
- The caretaker must cooperate with Child Support Enforcement requirements.
- Background checks (criminal and child abuse and neglect) must be completed on all adult household members.
- A home study must be completed.
- The household must meet all other TANF requirements (See TANF Program section for more information).

What are TANF Kinship Care Supportive Services?

TANF Kinship Care supportive services may include the following reimbursements:

- Assistance with child care expenses
- Clothing allowance
- Legal fees associated with obtaining guardianship status
- School and community activity fees (uniforms, activity fees, transportation costs, school pictures, etc.)
- Emergency needs



Child Care Assistance Program (CCAP)

What is the Child Care Assistance Program (CCAP)?

CCAP helps pay child care expenses for low-income families residing in North Dakota.

Who may be eligible?

If you are working, looking for a job or attending high school or postsecondary vocational training you may be eligible for help with your child care expenses. Your child must be:

- A United States citizen or have resident alien status;
- Under age 13;
- At least age 13 but under age 19 and physically or mentally incapable of caring for themselves as verified in writing by a physician or a licensed or certified psychologist; or
- At least age 13 but under age 19 and in need of supervised care as specified in a court order.

Foster care children are not eligible for CCAP as the foster care program provides for this service.

Are there requirements my child care provider must meet?

Your provider must be 18 years old and self-certified, licensed, registered or an approved relative living in or near the borders of North Dakota. An approved relative is a sibling living in a different residence, a grandparent, great-grandparent, aunt or uncle.

If your provider is not currently self-certified, registered or licensed, the provider should contact the local county social service office or Tribal office (if the provider is living on Tribal land). If your provider qualifies to be an approved relative but has not been approved to care for your children, your provider must complete the approved relative application, which is available at your local county social service office.

Who receives the payment?

State law requires that the provider must be paid. If your provider wants you to be paid, your provider must submit a signed and dated SFN 848 – Child Care Provider Request to Pay Parent Directly to your local county social service office.

Will CCAP pay all my child care costs?

It may. If you are not eligible to have all child care costs paid, CCAP may pay a portion of the cost based on your income, maximum rates and family size. You will be responsible for the amount not covered by CCAP.

If my provider requires a contract, will the CCAP meet all the requirements in the contract?

No, the contract is between you and the provider. Your provider may charge fees, which CCAP will not pay.

When will the worker process my application?

The worker will review your application within 15 days. The worker may need to request further information before a decision can be made on your eligibility for CCAP.

What is a Child Care Certificate?

The Child Care Certificate's purpose is to provide clients and providers with written documentation of eligibility for the Child Care Assistance Program. The intent of the certificate is to enable the client to obtain child care and give the provider verification that the client is eligible for the Child Care Assistance Program.

The certificate contains the name and address of the parent/caretaker, the children who will be receiving child care, the percentage of the bill that the family will have to pay and the maximum payment the family may have to pay, the client's allowable activity, the mandatory reportable changes, and the time period covered by the certificate.

The certificate and the payments are assistance to the parent, not assistance to the provider.

What information do I need to report if I am eligible?

You must report to your worker any mandatory reportable changes by the 10th of the month following each change. These mandatory reportable changes are:

- Change of address
- Change in household size, which includes a child turning 19 beginning the month after the child turns 19;
- Start or end of TANF or Crossroads Program; and
- Change in allowable activity
 - Start or end of job search
 - End of work activity
 - Start or end of school, and
 - If you are a postsecondary student, if you complete and associate degree, postsecondary diploma, certificate, certificate of completion of any other vocational training course, or if you change to another course of study.

Your certificate may be updated or your case may close as a result of the changes you report.

Do I have to report anything monthly?

Yes. Every month you must submit the SFN 616-Child Care Billing Report, which the child care provider has filled out with the hours and days that your child received services and the cost of services. After it has been completed, you must review it for accuracy. Both you and the provider must sign and date the form after it has been completed.

Will the Child Care Assistance Program pay for child care while I am attending post-secondary education?

It may, if the post-secondary education is considered a vocational education, and you have not completed any other post-secondary vocational education training. Allowable post-secondary education includes training leading to a certificate, certificate of completion, post-secondary diploma and a Associate of Applied Science (AAS). You must complete the SFN 113-Post-secondary Education Information to assist the worker in determining if you will be eligible to receive assistance with child care while you attend school.



Food Assistance

What is Food Assistance?

Food Assistance, also known as the Food Stamp Program, helps people buy food for good health.

Who may be eligible?

You may be eligible if you are working for low wages, have low income or no income.

What are the income and asset limits?

Monthly income from wages, child support, social security, Supplemental Security Income (SSI), Temporary Assistance for Needy Families (TANF), pensions, veterans' benefits or other sources must be less than the Food Assistance income limits. Income limits change each year. Please contact your local county social service office to determine the income limit for your household.

The asset limits are \$3,000 for households with a member who is age 60 or older or disabled and \$2,000 for all other households. We do not count the assets of people who receive TANF or SSI benefits or TANF Information and Referral services.

Some assets are not counted such as:

- The home you live in
- Some vehicles
- Your household goods and furniture
- Your personal belongings and clothing
- Property that produces earned income (such as farm or business)

Can I get Food Assistance just for myself if I live with my family or with others?

People who live together and buy food and prepare meals together must receive benefits as one household.

What if I need help applying?

If you are applying for Food Assistance you can have someone help you, if you wish. This person can fill out your application, answer questions for you, give information at your interview, and buy your food with an Electronic Benefit Transfer (EBT) card. We will be able to share information with this person.

When will I receive my benefits?

If you are eligible, you will get your benefits no later than 30 days from the date your local county social service office receives your signed application.

You may get Food Assistance within 7 days of your application date if any of the following are true:

- Your household's income before taxes is \$150 or less and your household's assets, such as cash and checking/savings accounts are \$100 or less; or
- You are a migrant or seasonal farm worker and your household's assets, such as cash and checking/savings accounts are \$100 or less; or
- Your household's monthly rent/mortgage and utilities are more than your household's income before taxes, cash and checking/savings accounts.

After your application is approved, your benefits will be available on the 1st of each month.

How do I receive my benefits?

You will be issued a Dakota EBT card at your local county social service office. When you receive your card, you will select a Personal Identification Number (PIN). A PIN is a four digit secret code that acts as your signature or authorization. Benefits are deposited into your EBT account, much like a bank account.



What can I buy with my benefits?

Benefits may be used to buy food for your household with the exception of hot foods prepared for immediate consumption. Seeds and plants used to grow food for your household can also be purchased with benefits.

Non-food items such as pet food, soap, alcoholic beverages, tobacco products, paper products, vitamins and medicine cannot be purchased with benefits.

Persons over 60 years of age may use benefits to purchase “Meals on Wheels” and meals at senior meal sites. In some areas, restaurants can be authorized to accept benefits from qualified homeless, elderly, or disabled people in exchange for low-cost meals.

Benefits cannot be exchanged for cash.

How long can I receive benefits?

There is no limit to the length of time you can receive benefits. Time limits and requirements for other programs such as TANF do not apply to the receipt of Food Assistance. If you are no longer receiving TANF benefits, or if your case is closed for time limits, because you started working or for some other reason, you may still qualify for Food Assistance.

What are the rules of the Food Assistance program?

- You must provide correct information.
- Do not trade or sell your benefits.
- Do not use someone else’s benefits for yourself.

What happens if I do not follow the rules of the Food Assistance program?

If you do not follow the rules, you:

- May not get benefits for 1 year for the first time, 2 years for the second time, and forever for the third time;
- May be fined up to \$250,000 or jailed up to 20 years, or both; and
- May not get benefits for an additional 18 months if court ordered.

If a court finds you guilty of:

- Buying, selling or trading more than \$500 in benefits, you will lose benefits forever.
- Trading benefits for firearms, ammunition, or explosives, you will lose benefits forever.
- Trading benefits for controlled substances, you will lose benefits for two years the first time and forever the second time.
- A drug related felony you may not get benefits.

If you are a fleeing felon, parole or probation violator, you may not get benefits.

If you give false information about who you are or where you live, you may not get Food Assistance for 10 years.

Giving wrong information on purpose may result in us taking legal action against you, either criminal or civil. It might also mean we reduce your benefits or take money back from you.



Health Care Coverage

Health Care Coverage available through the Medical Services Division of the North Dakota Department of Human Services, includes the:

- Medicaid Program
- Healthy Steps Program, and
- Aid to the Blind-Remedial Program.

Additional information regarding these programs is included in the pages that follow.

Medicaid Program

What is Medicaid?

Medicaid helps pay for health care services. Medicaid may be able to help even if you have health insurance.

Who may be eligible?

You may be eligible if you are:

- Pregnant.
- Blind, disabled, or age 65 or older.
- A family with children under age 21, including adopted children.
- Age 21 or younger or age 65 or older, receiving services at the State Hospital.
- Under age 21, living in your own home or in a licensed foster home.
- A child under age 21 with special health needs who receives assistance through subsidized adoption.
- A woman, screened through the North Dakota Department of Health's Women's Way program, who need treatment for breast or cervical cancer.

What are the income and asset limits?

Monthly income from wages, child support, social security, pensions, veterans' benefits, or other sources must be less than the current Medicaid income levels. Income levels change each year. Please contact your local county social service office for the current level. If your income is slightly higher than the income level, you are encouraged to apply.

There is no asset limit for children, families or pregnant women or for women who apply under the Women's Way program.

The asset limits for individuals who are blind, disabled, or age 65 or older are \$3,000 for one individual, \$6,000 for a household of two individuals, and an additional \$25 per person for households of three and more. If your spouse resides in a nursing home or you receive home and community based services you may qualify even if you have more assets.

Some assets are not counted such as:

- The home you live in
- One car
- Certain burial plans
- Your household goods and furniture
- Your personal belongings and clothing
- Property that produces earned income (such as a farm or business)

What happens if I give away income or assets?

Giving property or income away or selling property for less than its value may affect a person's eligibility for long-term-care services such as nursing care services, home and community based services or swing bed care in a hospital. Contact your local county social service office for more information.

What if I have an annuity?

- As a condition of receiving Medicaid benefits, all applicants or recipients and their spouses, must disclose any interest they have in any annuity or similar financial instrument.
- The North Dakota Department of Human Services must be named as the primary remainder beneficiary of specific excluded annuities purchased and annuitized on or after August 1, 2005, for individuals age 55 or older or their spouse, as a condition of receiving Medicaid benefits.
- The North Dakota Department of Human Services becomes a remainder beneficiary of any annuity or similar financial instrument purchased or changed on or after February 8, 2006, for individuals of any age or their spouse by virtue of the provision of Medicaid nursing care benefits.
- Most spouses and minor disabled children may be named as remainder beneficiaries ahead of the Department of Human Services.

When does eligibility for Medicaid begin?

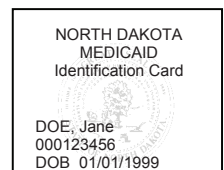
A decision on your application will be made within 45 days from the date your local county social service office or the Medical Services Division of the Department of Human Services (DHS) receives your signed application. If you have applied for Social Security disability, it may take up to 90 days. Medicaid may pay for health care services provided to you for up to 3 months before the month your signed application was received, provided you meet the eligibility requirements in each of these months.

How will I know if I am eligible for Medicaid?

If you are eligible for Medicaid, you will receive a notice informing you of your eligibility. This notice will also include Medicaid Identification (ID) Numbers for each member of your household who is eligible. Approximately 4 to 6 weeks after you receive this notice, you will receive Medicaid ID cards, which will include your Medicaid ID Number.

What do I do with my Medicaid ID Card?

Show your Medicaid ID Card every time you receive health care services or have a prescription filled or refilled. Because emergencies can happen at any time, you should carry your Medicaid ID Card with you at all times.



What if I receive a bill that I thought Medicaid would pay?

First, you should contact the provider who billed you. Ask them to explain exactly for which services you are being billed. You may have forgotten to inform them of your Medicaid ID number, pay a co-payment or you may be responsible for part of the bill because of your recipient liability. If you still have questions about your bill, contact your local county social service office.

Do I give any rights to the State of North Dakota when I receive Medicaid?

You give your rights to support for medical expenses and payments for medical care from any third party payer to the State of North Dakota, to the extent of actual costs of care paid by Medicaid. You must help pursue any third party payer who may have a responsibility to pay for health care services. You must also report any payments you receive for health care services within 10 days of receiving the payment.

Will Child Support be involved?

If you receive Medicaid for children under age 18, you may be required to cooperate with Child Support Enforcement (CSE) in establishing paternity and establishing and enforcing medical support. (See the Child Support Enforcement section for more information.). If you are pregnant or only your children receive Medicaid, you do not have to cooperate with CSE, but you are encouraged to do so.

If you are interested in receiving Medicaid and your cooperation with CSE might not be in the best interest of your child (example: domestic violence situation), you may claim “good cause”. If you claim “good cause”, you will need to provide additional information so “good cause” can be established.

What are the rules of the Medicaid Program?

You must:

- Bring all information needed to determine your eligibility.
- Provide true information.
- Cooperate with Child Support Enforcement in establishing paternity and in establishing and enforcing medical support for children whose parent(s) do not reside in the home. (This rule does not apply if you are pregnant or a child.)

What happens if I do not follow the rules of the Medicaid Program?

- If you give false information, your benefits may be denied or terminated and you may be reported for fraud.
- State and federal law provides for a fine, imprisonment, or both, for any person who withholds or gives false information to obtain assistance to which he or she is not entitled.
- A relative caring for a child, who does not cooperate in establishing a child’s paternity or in establishing and enforcing medical support, may lose Medicaid benefits. (This rule does not apply if you are pregnant or a child.)

What information do I need to report if I am eligible?

You need to report changes within 10 days. Changes that need to be reported include:

- A household member becomes pregnant
- A baby being born
- Someone leaving the house
- Someone moving into the house
- A new job
- A change in income or assets
- A new address
- A change in health insurance coverage
- A child quits or begins school

Medicaid Co-Payments, Services and Limits

What services and medical costs does Medicaid cover?

Medicaid will pay for the services listed below:

- Chiropractic services
- Dental care
- Doctor visits/services (includes medical doctors, nurse practitioners and certified physician assistant)
- Emergency room care is covered if the attending physician determines it is an emergency medical condition. Non-emergency conditions must be treated during physician or clinic office hours
- Family planning services provided by a doctor or family planning program
- Group home care for people with developmental disabilities
- Hearing aid
- Hearing test/visits
- Home health care
- Hospital services
- Lab and X-ray
- Long-term care services (home and community based services, swing bed, nursing facility)
- Medicare Part A and Part B premiums, co-insurance or deductibles
- Occupational therapy
- Optometry (eye care)
- Out-of-state services if pre-approved by North Dakota Medicaid
- Physical therapy
- Podiatric services (foot care)
- Prescription drugs (Medicaid cannot pay for prescription drugs for individuals eligible for Medicare)
- Prosthetics (artificial limbs) braces, and related equipment
- Psychological appointments
- Screening, diagnosis and treatment for children younger than age 21 through the Health Tracks Program (formerly EPSDT)
- Speech therapy
- Transportation (with limits)

Are there limits on the number of services I can receive?

Medicaid does limit the service that can be received, as follows:

Service	Limits
Chiropractic manipulation	12 visits per year
Chiropractic X-Rays	2 per year
Occupational therapy	20 visits per year (applies to services in a clinic or outpatient hospital. This limit does not apply to school-based services for children.)
Occupational therapy evaluation	1 per year
Psychological evaluation	1 per year
Psychological therapy	40 visits per year
Psychological testing	4 hours per year
Physical therapy evaluation	1 per year
Physical therapy	15 visits per year (applies to services in a clinic or outpatient hospital. This limit does not apply to school-based services for children.)
Speech evaluation	1 per year
Speech therapy	30 visits per year (applies to services in a clinic or outpatient hospital. This limit does not apply to school-based services for children.)
Vision testing and prescriptions for glasses	Under 21 years of age - 1 exam and 1 pair of glasses per year 21 and older - 1 exam and 1 pair of glasses every 3 years

Do I have to pay co-payments for services I receive?

There are co-payments for many services. People do not have to pay co-payments if they:

- Are under age 21
- Are pregnant
- Need emergency services
- Receive family planning services
- Live in a nursing facility, swing bed, intermediate care facility for the mentally retarded, the State Hospital, or the Anne Carlsen School

Are there services I pay co-payments for and what amount?

Co-Payments are required for the following services:

Service

All medical doctors, nurse practitioners, certified physician assistants

Brand name prescription drugs

Dental clinic appointment

Optometry appointment

Spinal manipulation received during a chiropractic appointment

Outpatient speech therapy

Outpatient physical therapy

Outpatient occupational therapy

Outpatient psychological appointment

Outpatient hearing test

Hearing aid supplied

Rural Health Clinic or Federally Qualified Health Center

Podiatry office appointment

Emergency room visit that is not an emergency

Inpatient hospital stay

Limits

\$2.00 for each office visit

\$3.00 for each prescription

\$2.00 for each appointment

\$2.00 for each appointment

\$1.00 for each appointment

\$1.00 for each visit

\$2.00 for each visit

\$2.00 for each visit

\$2.00 for each appointment

\$2.00 for each visit

\$3.00 for each

\$3.00 for each appointment

\$3.00 for each appointment

\$6.00 for each visit

\$75.00 for each stay

Health Tracks

What is Health Tracks?

Health Tracks is a free preventive health-screening service offered to individuals enrolled in Medicaid.

Who may be eligible?

Children ages 0 to age 21 who are enrolled in Medicaid.

What happens during a Health Tracks screening?

During your visit you may receive a:

- Childhood immunization
- Dental screening
- Developmental screening
- Hearing screening
- Lead screening
- Mental health screening
- Physical examination including a health history
- Vision screening

What happens after a Health Tracks screening?

Referrals may be made for further diagnosis and treatment services:

- Childhood immunizations if not given during the screening
- Counseling
- Dental care
- Developmental tests
- Hearing care
- Vision care
- Lab tests
- Prescription drugs
- Orthodontic treatment (braces for teeth)
- Other specialty care if needed

How can I receive these services?

Simply contact your local county social service office or local public health unit. They will help you to schedule a Health Tracks appointment.

For more information call 1-800-755-2604.

Emergency Room & Ambulance Services

Emergency Room Services

When should I seek services from a hospital emergency room?

When you have an emergency medical condition, go to the nearest doctor or hospital. An emergency medical condition is a condition that could result in serious harm or would place your health in danger. If you are pregnant this includes your health and your unborn child.

Examples of what would NOT be considered an emergency:

- Headaches including migraines, which occur on a regular basis
- Refills on medications
- Constipation or menstrual cramps
- Missing a clinic appointment or inability to schedule a clinic appointment
- Chronic pain

Do I need a referral or prior authorization for an emergency medical condition?

You do not need a referral or prior authorization for an emergency medical condition. If you need emergency care, go to the nearest doctor or hospital.

What is urgent care?

Urgent care is for conditions that are not life threatening but cannot wait for a regular scheduled appointment because the condition could become worse without timely medical care. You should not go to an emergency room for urgent care.

What is primary care?

Primary care is basic or general care provided by a family practitioner, pediatrician or internist. You should not go to an emergency room for primary care.

Is there a co-payment for emergency room services?

If you use an emergency room for emergency service, there is no co-payment. If you use an emergency room for urgent or primary care services, you will be charged a \$6.00 co-payment.

Ambulance Services

When is it appropriate to use an ambulance?

Ambulance services are meant to provide transportation and care when a person has an emergency medical condition.

When are ambulance services covered by Medicaid?

North Dakota Medicaid covers ambulance services provided for an emergency medical condition. For non-emergency medical conditions, other methods of transportation must be used. If you use an ambulance for a non-emergency medical condition, you will be responsible for the ambulance charges.

Medicaid Managed Care (Primary Care Provider or Managed Care Organization)

What is managed care?

Managed care is designed to improve your access to medical care and improve the quality of care you receive by giving you a medical home. To accomplish this, you are required to select either a **Primary Care Provider (PCP)** or a **Managed Care Organization (MCO)** to manage your medical care.

Note: The MCO is available to Medicaid recipients in Grand Forks, Pembina and Walsh counties only.

Who must participate in managed care?

Children (to age 19), families and pregnant women who are eligible for Medicaid are required to enroll in managed care.

How do I get more information?

Information about Medicaid managed care programs can be found in the following booklets included in this packet.

- ***Primary Care Provider Program***
- ***Your Choice Between AltruCare and the Primary Care Provider Program***

If you have questions or would like additional information, please contact your local county social service office.

Medicare Savings Program

What is the Medicare Savings Program?

The Medicare Savings Program assists with Medicare costs for individuals with limited income and assets. You could save more than \$1,000 a year on medical insurance. The amount of money you save can vary depending on the amount of your income.

What Medicare costs can the Medicare Savings Program pay?

This program can pay your:

- Monthly Medicare Part B Premium and the annual deductible
- Medicare co-insurance costs (20% of approved charges for doctors' services Medicare does not pay)
- Medicare hospital deductible
- Monthly Medicare Part A Premiums (hospital insurance) if you do not receive Part A free of charge

Who may be eligible?

Individuals who have Medicare Part A and/or Part B coverage may be eligible.

What are the income and asset limits?

Monthly income from wages, social security, pensions, veterans' benefits or other sources must be less than the current income level. Only a portion of your wage is counted. Income levels change each year. Contact your local county social service office for the current levels.

Your savings and other assets (do not count one vehicle, your home, clothing, or household goods) must have a value of less than \$4,000 if you are the only person in your household or \$6,000 for a married couple.

Medicaid Estate Recovery

What is Medicaid estate recovery?

State and federal law requires the Department of Human Services to make claims against the estates of some individuals who received Medicaid. A claim will be made against the estates of individuals who was age 55 or older when the Medicaid benefits were provided, or against the estate of the spouse of that individual who received Medicaid. The claim is for the amount of Medicaid issued to an individual age 55 or older. Claims are made against the estates of individuals under age 55, only if they were determined to be permanently institutionalized. State law controls the distribution of a decedent's estate. It limits the kinds of claims that can be paid before any Medicaid claim. Funeral expenses are limited. Assets under BIA jurisdiction are not subject to recovery. Assets under tribal jurisdiction are subject to recovery only if permitted by tribal law.

What if there is a surviving spouse or children?

No claim for Medicaid that was correctly issued must be paid during the lifetime of a decedent's surviving spouse or while the decedent's surviving child is under age 21 or blind or disabled.

What if the decedent leaves a will?

A decedent's estate must first pay the decedent's debts. A will does not change that. Unless an estate has sufficient cash to pay all claims, estate property is sold to pay the claims. Family members can purchase estate property at fair market value.

Can funeral expenses be paid from an estate?

If an individual who receives Medicaid designates funds for funeral expenses, those funds (up to \$8,000) and any earnings from those funds can be used for funeral expenses. If there are no funds designated for funeral expenses, the estate can spend no more than \$3,000 to meet the expenses. Any funds designated for funeral expenses must be reported to the county social service office before the death of the individual who received Medicaid.

Family and friends can use their own money to help pay for the funeral expenses. Additional amounts cannot be paid from assets in the decedent's estate before Medicaid claims are paid in full.

What other claims can be paid before the Medicaid claim is paid?

The decedent's estate can pay funeral expenses, expenses of last illness, the necessary and reasonable costs of administration, certain other assistance claims, and claims on behalf of the state hospital. The Medicaid claims must then be paid in full before other creditors or claims can be paid.

What if an account is payable to someone else at the decedent's death?

Unless all estate claims are paid in full, money a decedent left in a joint account, an "in trust for" (ITF) account, or any other payable on death (POD) account must be made available to pay claims and costs of probate. If the money was properly designated as a deposit for funeral expenses, the money can be used for that purpose.

How is the Medicaid claim made?

If a decedent leaves only cash and limited personal property, the county social service board, or the Department of Human Services, will usually collect the amount that must be paid for assistance claims using an Affidavit for Collection of Personal Property. Sometimes family members will be asked to help sell personal property that has value so claims can be paid. If there is real property that is worth the cost of probate, or if there is some other reason a probate is necessary, the person named in a will or some other family member can be appointed personal representative and properly distribute the decedent's estate. Attorney's fees and other reasonable costs of administration can be paid from the estate. The county social service office will usually initiate probate only if there is no family member willing or able to do so.

What should I do if I need help reviewing this information?

This provides only general information about estates and Medicaid claims. If you have questions about probate or wills, or if you are the personal representative for an estate, please ask your private attorney. If you need assistance in reviewing this information, contact your local county social service office.

Healthy Steps Program (State Children's Health Insurance Program - SCHIP)

What is Healthy Steps?

Healthy Steps provides premium-free health insurance coverage to uninsured children in qualifying families. It is intended to help meet the health care needs of children from families that have too much income to qualify for full Medicaid coverage, but not enough to afford private insurance.

Who may be eligible?

- Children under age 19 (including month child turns 19)
- Children who do not qualify for full Medicaid
- Children who do not have health insurance

What are the income and asset limits?

Children may be eligible if family net income (after subtracting childcare costs and payroll taxes) is greater than the Medicaid income level, but less than the Healthy Steps income level. Income levels change each year. Contact your local county social service office for the current level.

If a family is self-employed, net self-employed income is used.

Family assets are not considered in determining eligibility for Healthy Steps.

How will I know if I am eligible?

If you are eligible for Healthy Steps, you will receive a notice informing you of your eligibility. Noridian Mutual (Blue Cross Blue Shield) will issue a health, vision, and dental insurance card for each of your eligible children. A Policy benefit handbook will be mailed to you within one week of the date Healthy Steps coverage becomes effective.



Medical



Vision



Dental

When does eligibility begin?

Healthy Steps coverage begins the month after the month the child is approved. When children are enrolled in Healthy Steps, they are enrolled for a 12-month period, or until the end of the month in which the child turns 19 years old.

What do I do with my health insurance card?

Show your cards every time you receive services or have a prescription filled or refilled. Because emergencies can happen at any time, you should carry your cards with you at all times.

Will Child Support Enforcement be involved?

No. However, you can apply for services directly from Child Support Enforcement. (See the Child Support Enforcement section for more information.)

What services are covered?

Some of the covered services are:

- Inpatient hospital stay, medical and surgical
- Outpatient hospital and clinic services
- Mental health and substance abuse services
- Prescription medications
- Routine preventive services (such as well-baby check-ups and immunizations)
- Dental and vision services
- Prenatal services

Are there services that are not covered?

There are some healthcare services that are not paid through Healthy Steps, which includes costs related to the delivery of a baby, orthodontic treatment, and certain mental health services.

Will I have to pay a monthly premium?

No. There are no monthly premiums.

Will I have to pay co-payments under Healthy Steps coverage?

Most families are required to pay modest co-payments when a child receives certain services.

- Emergency Room - \$5 per visit
- Hospitalization - \$50 per stay
- Prescription - \$2 per prescription

Due to the unique relationship that exists between the federal government and tribal governments, the co-payment requirement has been waived for American Indian children.

Do I have to choose a primary care provider for my child?

No. Healthy Steps does not require families to select a primary doctor or provider for their children.

Do I need a referral to take my child to a specialist?

A covered child does not need a referral to a specialist, but parents may want to contact the insurance company (Noridian Mutual Insurance 1-800-342-4718) for details on any coverage question.

Authorized referrals are required for non-participating providers and out-of-state healthcare providers.

What are the rules of the Healthy Steps Program?

You must:

- Provide all information needed to determine your eligibility
- Provide true information

What happens if I do not follow the rules?

- If you give incorrect or false information or fail to report changes within 10 days, you may be required to repay benefits.
- State and federal law provides for a fine, imprisonment, or both, for any individual who withholds or gives false information to obtain assistance to which they are not entitled.

What information do I need to report if I am eligible?

You need to report changes to your local county social service office within 10 days. Changes that need to be reported include, but are not limited to:

- A baby being born
- A new address
- Someone leaving the house
- A change in health insurance coverage
- Someone moving into the house

Changes in household income do not need to be reported. Income is reviewed on a yearly basis.

Aid To The Blind-Remedial Program

What is Aid to the Blind-Remedial Program?

The Aid to the Blind-Remedial (AB-R) Program meets treatment needs of individuals who are in danger of losing their vision or require restorative eye services. This program is for short duration and not intended as a maintenance program.

Who may be eligible?

AB-R is available only for those people who are over age 21 and under age 65 and are not eligible for Medicaid and:

- Have a sight-threatening disease (retinal detachment, hyper-mature cataract, etc.) regardless of the vision in the other eye; and
- Require elective remedial eye therapy, where the better eye is less than 20.50, best corrected, visual acuity.

What are the income and asset levels?

Income and asset levels for AB-R are the same as Medicaid. (See the Medicaid Program section for more information.)

What services does AB-R cover?

Services provided under AB-R include:

- Examination and treatment provided by an ophthalmologist
- Hospitalization for eye treatment and surgery
- Drugs for treatment of the eyes
- Glasses and artificial eyes, including the services provided by optometrists and optical companies in relation to fitting and dispensing such items

Prior approval is required before receiving recommended treatment unless it is an emergency situation.

Remedial eye care does NOT include treatment of diseases causing impairment or loss of eyesight such as diabetes, high blood pressure, etc. AB-R is not intended to meet the costs of ordinary eye examinations, eyeglasses, physical examinations, or travel and other expenses necessary to receive treatment.



Basic Care Assistance Program

What is Basic Care?

Basic Care helps people who reside in licensed basic care facilities pay for their room and board.

What are the program requirements?

To be eligible an individual must:

- Be 65 years of age or older or 18 years of age or older and disabled or blind
- Be a resident of North Dakota
- Be eligible for Medicaid
- Have income less than the cost of room and board
- Receive an assessment that determines a need for basic care services

Who receives Basic Care Assistance payments?

The payments are made directly to the licensed basic care facility.

What happens if I give away income or assets?

An individual is ineligible if the individual or the spouse gives away assets or income for less than fair market value within 36 months of the date of the application.

What are the rules of the Basic Care Assistance program?

Information must be provided to determine eligibility including but not limited to social security number, citizenship, proof of age, identity, proof of relationship, blindness or disability, and income and assets. All changes in circumstances must be reported.

For more information contact your local county social service office.



Child Support Enforcement (CSE)

What is Child Support Enforcement?

CSE helps children get support from the parent not living in the home (absent parent). The CSE program helps:

- Locate the absent parent
- Establish who the father is (paternity)
- Establish or change a child support order
- Establish or change a medical support order
- Enforce a child support order
- Enforce a medical support order

The CSE program cannot help with visitation or custody.

How can I get CSE services?

- If your family receives Temporary Assistance for Needy Families (TANF) or Medicaid and one parent is not living with the child, your family will automatically be referred to CSE for services.
- If your family receives Medicaid and both parents are living with the child but paternity needs to be legally established, your family will automatically be referred to CSE for services.
- You can apply for services directly from CSE.

If I am an American Indian, can I receive CSE services?

Yes, people of all races can receive CSE services. If you or the other parent live on an Indian reservation or in another state, CSE and the tribe or the other state can work together to provide the services.

Will I need to cooperate with CSE?

- If your family receives TANF, you must cooperate with CSE in establishing paternity and in establishing and enforcing child support.
- If you and your children receive Medicaid, you must cooperate with CSE in establishing paternity and in establishing and enforcing medical support. If you are pregnant or only your children receive Medicaid, you do not have to cooperate with CSE, but you are encouraged to do so.
- If you are interested in receiving TANF or Medicaid and your cooperation with CSE might not be in the best interest of your child (example: domestic violence situation), you may claim “good cause”. If you claim “good cause”, you will need to provide additional information so “good cause” can be established.

What do I have to do to cooperate?

Depending on what services CSE is providing, you will be asked to cooperate in different ways. You will need to work with CSE to the best of your ability in whatever they ask you to do. For example, CSE may require you to complete forms about your family and the absent parent. If paternity needs to be established, you may need to meet with CSE to provide necessary information and you may need to have genetic tests.

What if I do not know where the absent parent is living or working?

CSE may be able to help. CSE has access to many records, including unemployment, motor vehicle, driver's license, credit bureau and state and federal tax records. There are laws that require employers to report newly hired employees to CSE. CSE also works with the federal office of child support enforcement to find the absent parent.

What if I am not sure who the father of my child is?

A genetic test will be performed and is very accurate.

Is it important to legally establish paternity?

Yes. Legally establishing paternity provides a child of unmarried parents the same legal rights as a child born to married parents. Legal rights can include establishment of a child support order, access to family medical history, insurance coverage, disability or survivor's benefits and inheritance rights.

Do I have to go to court to legally establish paternity?

You may need to, but there are ways to establish paternity without going to court. If the mother and the father agree he is the father, both parents can sign SFN 8195 – North Dakota Acknowledgment of Paternity form to establish paternity. You should talk with CSE about your specific situation.

What will the absent parent be ordered to pay?

The amount of child support the absent parent will be ordered to pay depends on the financial situation of the absent parent. CSE will gather information the court needs and will recommend to the court how much the absent parent should pay. The court makes the final decision about how much the absent parent will be ordered to pay. There are guidelines that CSE and the courts must follow. The court may also order health insurance for the children.

What if the absent parent refuses to pay child support?

CSE can help collect child support that has been ordered. The most common way to collect is to require the absent parent's employer to withhold the support from the absent parent's paycheck. Another common way to collect past-due child support is to take the absent parent's federal or state tax refund.

What if the absent parent refuses to get health insurance for my child?

CSE can help get health insurance that has been ordered. The most common way to get a child enrolled in health insurance is to require the absent parent's employer to enroll the child in health insurance that is available through employment.

How can I get more information about CSE?

You can call the central CSE office toll-free at 1-800-231-4255. You can also visit the CSE website at www.childsupportnd.com.

You can also contact the CSE office in the region you live:

Bismarck Region

Regional Child Support Enforcement Unit
316 N 5th Street, Suite 300
PO Box 7310
Bismarck, ND 58507-7310
Phone (701) 328-0955
Fax (701) 222-6751
bismarckcse@nd.gov

Devils Lake Region

Lake Region Child Support Enforcement Unit
206 5th Street NE
Devils Lake, ND 58301
Phone (701) 665-4475
Fax (701) 662-1351
devilslakecse@nd.gov

Dickinson Region

Southwest Area Child Support Enforcement Unit
135 Sims Street, Suite #202
Dickinson, ND 58601-5141
Phone (701) 227-7424
Fax (701) 227-7427
dickinsoncse@nd.gov

Grand Forks Region

Regional Child Support Enforcement Unit
151 S. 4th Street, Suite N101
PO Box 5756
Grand Forks, ND 58206-5756
Phone (701) 795-3960
Fax (701) 775-3130
grandforkscse@nd.gov

Minot Region

Regional Child Support Enforcement Unit
PO Box 2249
Minot, ND 58702-2249
Phone (701) 857-7696
Fax (701) 857-7777
minotcse@nd.gov

Fargo Region

Regional Child Support Enforcement Unit
PO Box 2806
Fargo, ND 58108
Phone (701) 298-4900
Fax (701) 241-5748
fargocse@nd.gov

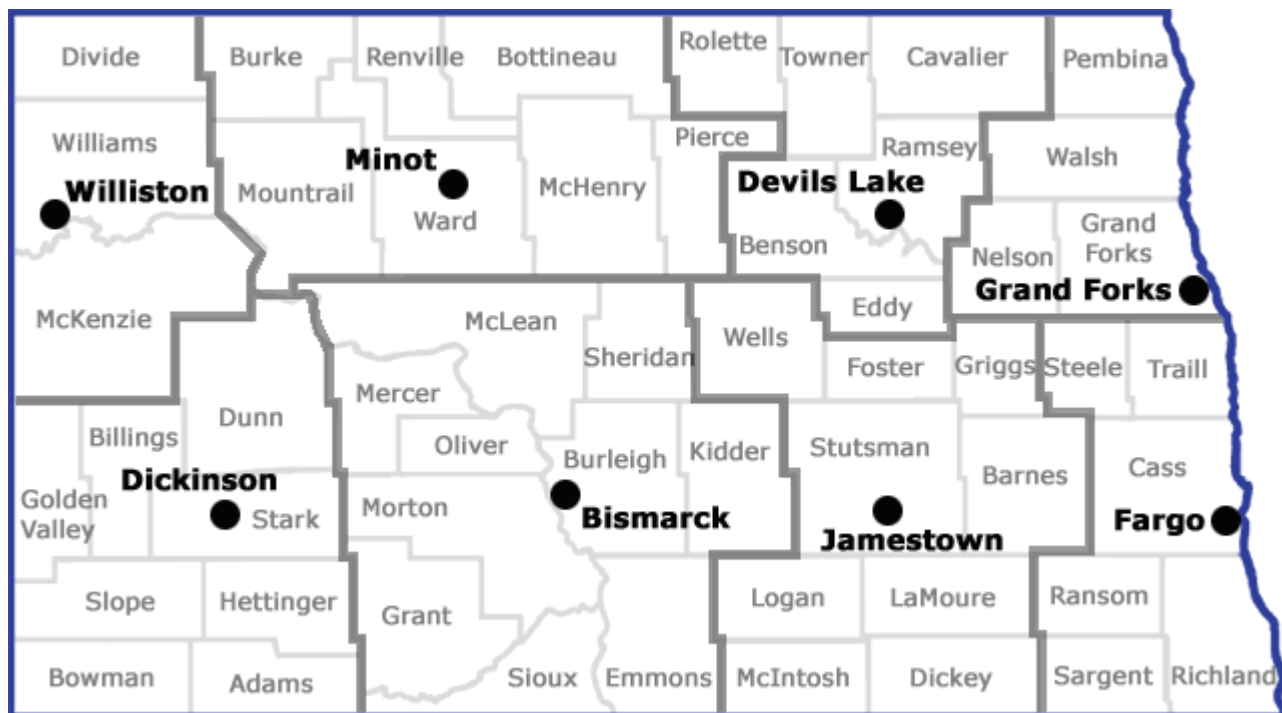
Jamestown Region

Regional Child Support Enforcement Unit
804 13th Street NE
PO Box 427
Jamestown, ND 58402-0427
Phone (701) 253-6260
Fax (701) 253-3932
jamestowncse@nd.gov

Williston Region

Regional Child Support Enforcement Unit
PO Box 2047
Williston, ND 58802-2047
Phone (701) 774-7940
Fax (701) 577-4570
willistoncse@nd.gov

For TTY users, call 1-800-366-6888.





Quality Control

What is Quality Control?

Quality Control reviews Food Assistance, Health Care Coverage and Temporary Assistance for Needy Families (TANF) programs. These reviews are done to make sure that:

- Individuals who receive benefits are eligible for them
- Individuals who are eligible are not denied benefits
- Individuals receive the correct amount of benefits

How will this affect me?

If your case is chosen, you will be informed. Your file will be reviewed and an interview may be scheduled or a questionnaire will be mailed to you to complete. The reviewer will ask for information to verify your eligibility. This may include:

- Bank statements
- Income verifications
- Medical expenses
- Rent receipts
- Social Security cards

The reviewer will also ask for your written consent to contact others for information needed to complete the review.

What happens if I do not cooperate?

You may lose your benefits if you do not cooperate with Quality Control.



Civil Rights

What is the policy of the Department of Human Services (DHS)?

DHS makes available all services and assistance without regard to race, color, religion, national origin, age, sex, disability or status with respect to marriage or public assistance. Persons who contract with or receive funds to provide services for DHS must follow these laws.

The policies of DHS also require that:

- You be given the chance to apply for assistance and/or services
- The same eligibility standards applied to you as others in similar situations

In accordance with Federal law and U.S. Department of Agriculture (USDA) and U.S. Department of Health and Human Services (HHS) policy, ND DHS is prohibited from discriminating on the basis of race, color, national origin, sex, age, or disability.

What do I do if I have been discriminated against?

You may file a written complaint using the SFN 143 – Civil Rights Complaint Form on the following page if you believe you have been discriminated against because of race, color, religion, national origin, age, sex, disability or status with respect to marriage or public assistance, in accordance with Title VI of the Civil Rights Act, Section 504 of the Rehabilitation Act, the Age Discrimination Act, the Americans with Disabilities Act, and the North Dakota Human Rights Act.

Where do I file a complaint?

Written complaints can be filed with your local county social service office or any of the following:

Theresa Snyder, Program Civil Rights Officer
North Dakota Department of Human Services
600 East Boulevard Ave
Bismarck, ND 58505-0250
701-328-1816 or 1-800-755-2671
1-800-366-6888 (Relay ND text and voice)

*Health and Human Services, Director
Office for Civil Rights, Room 506-F
200 Independence Avenue, S.W.
Washington, D.C. 20201
202-619-0403
TDD 202-619-3257

*US Department of Health & Human Services
Office for Civil Rights, Region VIII
Federal Office Building
1961 Stout Street, Room 1426
Denver, CO 80294
303-844-2024
TTY 303-844-3439

**US Department of Agriculture, Director
Office of Civil Rights
Room 326-W, Whitten Building
1400 Independence Avenue, SW
Washington, D.C. 20201
202-720-3808

*State and local agencies are required to comply with the ND Human Rights Law that include “status with respect to marriage or public assistance”. But federal agencies are not required to investigate complaints related to the ND Human Rights Laws.

** Under the Food Stamp Act and USDA policy, discrimination is prohibited also on the basis of religion or political beliefs.

When should I file a complaint?

The complaint must be filed within 180 days of the incident. Include in your complaint the nature of the discrimination; where and when it took place; who discriminated against you; all other facts that are important to know; and sign your name.

What happens when I file a complaint with the ND DHS Program Civil Rights Office?

The Program Civil Rights Office will determine if the nature of the complaint is within its jurisdiction. If it is, an investigation will be conducted and you will know the outcome of the complaint within 60 working days of when it was filed. If you file your complaint with another agency, they will notify you accordingly.

1. Individual or organization against whom the complaint is made:

2. On what basis were you discriminated against? (Check appropriate box[s])

☐ Race ☐ Color ☐ Religion ☐ Age ☐ Gender ☐ Disability ☐ National Origin

☐ Status with Respect to Marriage or Public Assistance

☐ Race ☐ Color ☐ Religion ☐ Age ☐ Gender ☐ Disability ☐ National Origin
☐ Status with Respect to Marriage or Public Assistance

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This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and extend across the width of the page. There are no margins, text, or other markings on the paper.

Signature: _____

Date: _____

Name (print): _____

Address: _____

City: _____

State: _____

Zip Code:

Telephone Number: _____

Send to Theresa Snyder, Program Civil Rights Officer, 600 East Boulevard Avenue Department 325
Bismarck ND 58505

SFN 143 (02-06)



Family Planning Program

What is Family Planning?

Family planning helps you decide the number of children you want and when you want to have them. It is a decision for you and your partner to make together.

What is the philosophy of the North Dakota Family Planning Program?

The North Dakota Family Planning Program helps men and women take responsibility for their reproductive health through education, counseling and medical services.

Who can use Family Planning Services?

Family planning services are available to all regardless of age, gender, race, nationality, religion, disability or ability to pay.

Why have Family Planning?

- For healthier mothers, fathers and babies
- For healthier relationships between adults
- To help women and men prepare for planned pregnancies
- To help women who have health problems
- To counsel parents who have inherited diseases

What is the cost of Family Planning Services?

Individuals are charged for services according to their ability to pay.

What services are available at Family Planning?

- Individuals receive education and information about:
 - All contraceptive methods
 - How to use the method of their choice
 - “Safer-sex” practices
 - Pregnancy
 - Nutrition
 - Infertility
 - Sterilization
 - Sexually transmitted diseases (STDs)/AIDS
 - Health Promotion
- Individuals have annual physical exams that may include:
 - Blood pressure
 - Height and weight
 - Urinalysis
 - Sexually transmitted disease (STD) diagnosis
 - Pap smear
 - Physical examination

Individuals receive follow-up examinations and services to lessen potential problems.

A trained and caring staff of nurses, advanced practice nurses, educators and physicians provide clinical services.

- Individuals receive the contraceptive method that best meets their needs.
- Basic infertility services are provided, along with appropriate referrals.
- Pregnancy testing.
- Examinations, treatment and follow-up for infections and sexually transmitted diseases. (STD's)
- Basic genetic counseling and referral for genetic evaluation.
- Emergency contraceptive services.

Where can I obtain services through the North Dakota Family Planning?

Upper Missouri District Health Unit Family Planning

110 W. Broadway, Suite 101
Williston, N.D. 58801 (701) 774-6400

*Crosby (701) 965-6813

*Stanley (701) 628-2951

*Watford City (701) 444-3449

First District Health Unit Family Planning

801 11th Ave. S.W., P.O. Box 1268
Minot, N.D. 58701 (701) 852-1376

Lake Region Family Planning

Ramsey County Courthouse
524 Fourth Ave. #9
Devils Lake, N.D. 58301 (701) 662-7046

*Rugby (701) 776-6937

*Spirit Lake Reservation (701) 766-1251

Valley Health and WIC

1551 28th Ave. S.
Grand Forks, N.D. 58201 (701) 775-4251

*Grafton (701) 352-5139

Fargo Cass Public Health Family Planning

401 Third Ave. N.
Fargo, N.D. 58102-4839 (701) 241-1383

*NDSU (701) 231-7331

Richland County Family Planning

413 Third Ave. N.
Wahpeton, N.D. 58075 (701) 642-7735

*Lisbon (701) 683-5823

Central Valley Family Planning

310 10th St. S.E., Box 880
Jamestown, N.D. 58401 (701) 252-8130

*Jamestown State University (701) 252-8130

*Valley City State University (701) 845-7212

Custer Family Planning

549 Airport Road
Bismarck, N.D. 58504 (701) 255-3535

*Standing Rock Reservation (701) 255-3535

Community Action Family Planning

202 E. Villard
Dickinson, N.D. 58601 (701) 227-0131

*Scranton (701) 227-0131

All Services are Strictly Confidential!

For more information, please call or write to the agency nearest you, or call: 1-800-472-2286. If you wish to receive Family Planning Services, you should make an appointment ahead of time.

* Satellite Clinic



Community Resources

Your local county social service office provides information and referral services. Following are examples of programs and services available to help your family. Let your local county social service office know if you are interested in any of the programs or services. Asking for information does not require you to be referred or to participate. Not all programs or services are available everywhere in the state.

Programs to help elderly stay in their home

- Homemaker/Home Health Aid Services
- Meals on Wheels/Senior Meals
- Senior Companion Programs

Programs to find child care or help pay child care

- Child Care Assistance Program
- Child Care Resource and Referral Service
- Tribal Child Care Assistance Program

Children/Youth Programs

- County and Tribal Social Services
- Head Start\Early Head Start Program
- Free and Reduced School Lunch Program
- Developmental Disabilities
- Salvation Army (After school and summer programs)

Agencies that offer individual, family, marital, or credit counseling

- Catholic Family Services
- Indian Health Services - Mental Health
- Lutheran Social Services
- Mental Health Association
- Red Cross - Disaster Counseling
- Regional Human Service Centers
- Village Family Service Center
- Veteran's Administration
- Tribal Treatment Programs



Statewide information, referral and crisis intervention service.

Programs to help you get a job

- Experience Works
- Job Service
- Vocational Rehabilitation
- Tribal Native Employment Works

Programs to help families without income

- Bureau of Indian Affairs/Tribal General Assistance
- Social Security Administration (disability benefits, survivors benefits, retirement benefits)
- Temporary Assistance for Needy Families (TANF)
- Unemployment Benefits
- Veterans Administration
- Workforce Safety and Insurance

Programs to help your family to get food or to buy food

- Community Action Program (CAP)
- Commodities - Tribal Food Distribution
- Family Nutrition Education Program
- Food Pantry
- Salvation Army
- Women Infant & Children (WIC)

Programs to assist homeless families or help with rent

- Homeless Shelter or Safe House
- Housing Assistance Program (HAP)
- North Dakota Fair Housing Counsel - discrimination or grievance concerns

Health Coverage and Insurance Programs for Children and Adults

- Caring Program for Children - Insurance
- Children's Special Health Services (formerly Crippled Children's Fund)
- Easter Seals
- Healthy Steps (CHIPS) - Insurance
- Health Tracks - Preventative Health Screening
- Indian Health Services
- March of Dimes
- Medicaid - Medical Coverage
- Planned Parenthood - Women's health and birth control information
- Public District Health Services
- State Hospital
- Veteran's Administration
- Veteran's Home in Lisbon

Other

- Child Support Enforcement
- Earned Income Tax Credit - Special tax break
- Legal Services
- Protection and Advocacy – Support individual's rights
- Telephone Assistance Program - Lifeline/Linkup - Pays for part of phone hook-up and monthly bill
- Translator or Interpreter Services – Assistance for those who have difficulty understanding English



County Social Service Offices

For information on applying for benefits, eligibility or an existing case, contact your local county social services office.

County	Address	City, State, Zip	Phone	Fax
Adams	PO Box 550	Hettinger, ND 58639	567-2967	567-4799
Barnes	230 4th St NW Rm 103	Valley City, ND 58072	845-8521	845-4281
Benson	PO Box 186	Minnewaukan, ND 58351-0186	473-5302	473-5330
Billings	PO Box 279	Beach, ND 58621-0279	872-4121 872-4122	872-3141
Bottineau	314 5th St W Ste 1	Bottineau, ND 58318	228-3613	228-3600
Bowman	104 1 St NW Ste 8	Bowman, ND 58623	523-3285	523-5871
Burke	PO Box 220	Bowbells, ND 58721	377-2313	377-2302
Burleigh	415 E Rosser Ave Ste 113	Bismarck, ND 58501-4058	222-6622	222-6644 222-6476
Cass	PO Box 2986	Fargo, ND 58108-2986	241-5761	239-6820
Cavalier	PO Box 630	Langdon, ND 58249	256-2175	256-2179
Dakota Central				
• Center Office	PO Box 145	Center, ND 58530	794-3212	794-3476
• McClusky Office	PO Box 440	McClusky, ND 58463	363-2281	363-2702
• Stanton Office	PO Box 70	Stanton, ND 58571	745-3384	745-3390
• Washburn Office	PO Box 70	Washburn, ND 58577	462-3235	462-8131
Dickey	PO Box 279	Ellendale, ND 58436	349-3271	349-3277
Divide	PO Box 9	Crosby, ND 58730-0009	965-6521	965-6529
Dunn	P.O. Box 89	Killdeer, ND 58640	764-5385	764-5070
Eddy	22 9th Street South	New Rockford, ND 58356	947-5314	947-2960
Emmons	PO Box 726	Linton, ND 58552	254-4502	254-4503
Foster	PO Box 80	Carrington, ND 58421	652-2221	652-2207
Golden Valley	PO Box 279	Beach, ND 58621-0279	872-4121 872-4122	872-3141
Grand Forks	PO Box 5196	Grand Forks, ND 58206-5196	787-8535	772-1426
Grant	PO Box 278	Carson, ND 58529	622-3706	622-3045
Griggs	PO Box 567	Cooperstown, ND 58425	797-2127	797-2172
Hettinger	PO Box 228, RR 1	Mott, ND 58646	824-3276	824-2820

County	Address	City, State, Zip	Phone	Fax
Kidder	PO Box 36	Steele, ND 58482	475-2551	475-2298
LaMoure	PO Box 38	LaMoure, ND 58458	883-5301 Ext 7	883-4244
Logan	301 Broadway	Napoleon, ND 58561-7010	754-2283	754-2282
McHenry	PO Box 58	Towner, ND 58788	537-5944	537-5417
McIntosh	PO Box 218	Ashley, ND 58413	288-3343	288-2186
McKenzie	PO Box 790	Watford City, ND 58854	444-3661	444-6436
Morton	200 2nd Avenue NW	Mandan, ND 58554-3124	667-3395	667-3384
Mountrail	PO Box 39	Stanley, ND 58784-0039	628-2925	628-3175
Nelson	210 B Ave. West , Suite 301	Lakota, ND 58344-7410	247-2945	247-2943
Pembina	300 Boundary Rd W #3	Cavalier, ND 58220	265-8441	265-8058
Pierce	820 South Main Avenue	Rugby, ND 58368	776-5818	776-2516
Ramsey	524 4th Avenue #19	Devils Lake, ND 58301-2400	662-7050	662-7095
Ransom	PO Box 628	Lisbon, ND 58054-0628	683-6133	683-4491
Renville	PO Box 305	Mohall, ND 58761-0305	756-6374	756-7158
Richland	413 3rd Avenue North	Wahpeton, ND 58075	642-7751	642-7826
Rolette	PO Box 519	Rolla, ND 58367	477-3141	477-5979
Sargent	355 Main St S, Suite 7	Forman, ND 58032-4149	724-6241	724-3323
Sioux	PO Box B	Fort Yates, ND 58538	854-3821	854-3854
Slope	PO Box 469	Bowman, ND 58623	523-3285	523-5443
Stark	664 12th Street West	Dickinson, ND 58601	456-7675	456-7777
Steele	PO Box 276	Finley, ND 58230	524-2584	524-1103
Stutsman	PO Box 809	Jamestown, ND 58402-0809	252-7172	252-1561
Towner	PO Box 604	Cando, ND 58324	968-4355 Ext 8	968-4359
Traill	PO Box 190	Hillsboro, ND 58045	636-5220	636-5221
Walsh	516 Cooper Avenue	Grafton, ND 58237-1399	352-5111	352-5060
Ward	PO Box 2209	Minot, ND 58702-2209	852-3552	857-0756
Wells	PO Box 266	Fessenden, ND 58438	547-3694	547-3348
Williams	110 W Broadway Suite 202	Williston, ND 58801-6032	774-6300	572-9794



Regional Human Service Centers

The North Dakota Department of Human Services operates eight regional human service centers. Each serves a multi-county area, providing counseling and mental health services, substance abuse treatment, services for people with disabilities, and other related social services. No one is refused services because of inability to pay. Fees are adjusted for income and household size (number of dependents). Insurance is accepted, if available.

Core Services Provided in Each Region

Aging Services

- Services to protect vulnerable people from self neglect or financial exploitation or abuse
- Long term care ombudsman services to help people in nursing homes, and basic care and assisted living facilities to resolve care concerns
- Family caregiver program to help family members caring for frail elderly or disabled individuals, and to help grandparents caring for grandchildren
- Licensing of adult family foster care providers

Developmental Disabilities Services

- Case management of people with mental retardation or developmental disabilities
- Day support services that focus on physical, recreational, and personal care, community integration skills, job readiness skills, and supervision for health and safety purposes
- Extended (long term) support provided by job coaches to help sustain employment of individuals with developmental disabilities
- Infant development therapy and support services for children at risk of or experiencing developmental delays

Vocational Rehabilitation (VR)

- Determining eligibility for VR services
- Determining vocational rehabilitation needs
- Counseling/guidance
- Information and referral
- Job related services
- Vision services for people who have difficulty seeing
- Supported employment services for working people with disabilities
- Services to help employers to meet the needs of employees or customers with disabilities and to comply with the Americans with Disabilities Act (ADA)

Child Welfare Services

- Supervision of county child care licensing and county child abuse and neglect related services
- Clinical mental health or substance abuse services if appropriate
- Psychological assessments of parental strengths and needs

Children's Mental Health

- Care coordination
- Acute clinical therapy and treatment services
- Case aide services
- Crisis residential/safe beds
- Flexible funding to meet unique needs of children

Adult Mental Health

(Services for individuals with serious chronic conditions)

- Extended care coordination
- Case aides
- Residential services
- Community support services
- Medical management
- Acute clinical services as appropriate

(Services for people dealing with self-harm or suicide, child abuse and neglect, children in foster care or subsidized adoptive homes who would benefit from clinical services, and people in need of acute psychiatric services)

- Crisis/Emergency call response 24-hour, 7-days per week
- Psychological and clinical evaluations and testing

Psychiatric evaluations

- Therapy for individuals, groups, and families
- Case management
- Medication management
- Crisis residential services
- Short-term hospitalization
- Lab and clinical screening services
- Screening and Referral to the N.D. State Hospital

Substance Abuse Treatment Services

- Care coordination and case aide services
- Addiction evaluation
- Social and medical detoxification
- Low-intensity treatment
- Intensive outpatient treatment
- Day treatment
- Residential services
- Medication and medical monitoring

Regional Human Service Center Contact Information

West Central Human Service Center

1237 W Divide Ave., Suite 5

Bismarck, ND

Phone: (701) 328-8888

Toll Free: (888) 328-2662

TTY: (800) 366-6888

Fax: (701) 328-8900

dhswhsc@nd.gov

Crisis Line:

Phone: (701) 328-8899

Toll Free: (888) 328-2112

Vocational Rehabilitation:

Phone: (701) 328-8800

Toll Free: (888) 862-7342

TTY: (701) 328-8802

An Outreach Office is located in Beulah.

Badlands Human Service Center

200 Pulver Hall - DSU

Dickinson, ND 58601

Phone: (701) 227-7500

Toll Free: (888) 227-7525

TTY: (701) 227-7574

Fax: (701) 227-7575

dhsblhsc@nd.gov

Crisis Line: (701) 225-5009

Vocational Rehabilitation:

117 1st Street E.

Dickinson, ND

Phone: (701) 227-7600

Toll Free: (888) 227-7525

Fax: (701) 227-7618

TTY: (701) 227-7620

Lake Region Human Service Center

200 Hwy 2 SW

Devils Lake, ND

Phone: (701) 665-2200

TTY: (701) 665-2211

Fax: (701) 665-2300

dhslrhsc@nd.gov

Crisis Line: (701) 662-5050 [*collect calls accepted*]

Toll Free: (888) 607-8610

An Outreach Office is located in Rolla.

Southeast Human Service Center

2624 9th Avenue SW

Fargo, ND

Phone: (701) 298-4500

Toll Free: (888) 342-4900

TTY: (701) 298-4450

Fax: (701) 298-4400

dhssehsc@nd.gov

After Hours Crisis Line:

(701) 235-3620 FirstLink

Vocational Rehabilitation:

Phone: (701) 298-4500

Toll Free: (888) 342-4900

TTY: (701) 298-4450

Northeast Human Service Center

151 S 4th Street, Suite 401

Grand Forks, ND

Phone: (701) 795-3000

Toll Free: (888) 256-6742

TTY: (701) 795-3060

Fax: (701) 795-3050

dhsnehsc@nd.gov

Crisis Line: (701) 775-0525 or (800) 845-3731

An Outreach Office is located in Grafton.

North Central Human Service Center

1015 S Broadway, Suite 18

Minot, ND 58701

Phone: (701) 857-8500

TTY: (701) 857-8666

Fax: (701) 857-8555

dhsnchsc@nd.gov

Crisis Line: (701) 857-8500 or (888) 470-6968

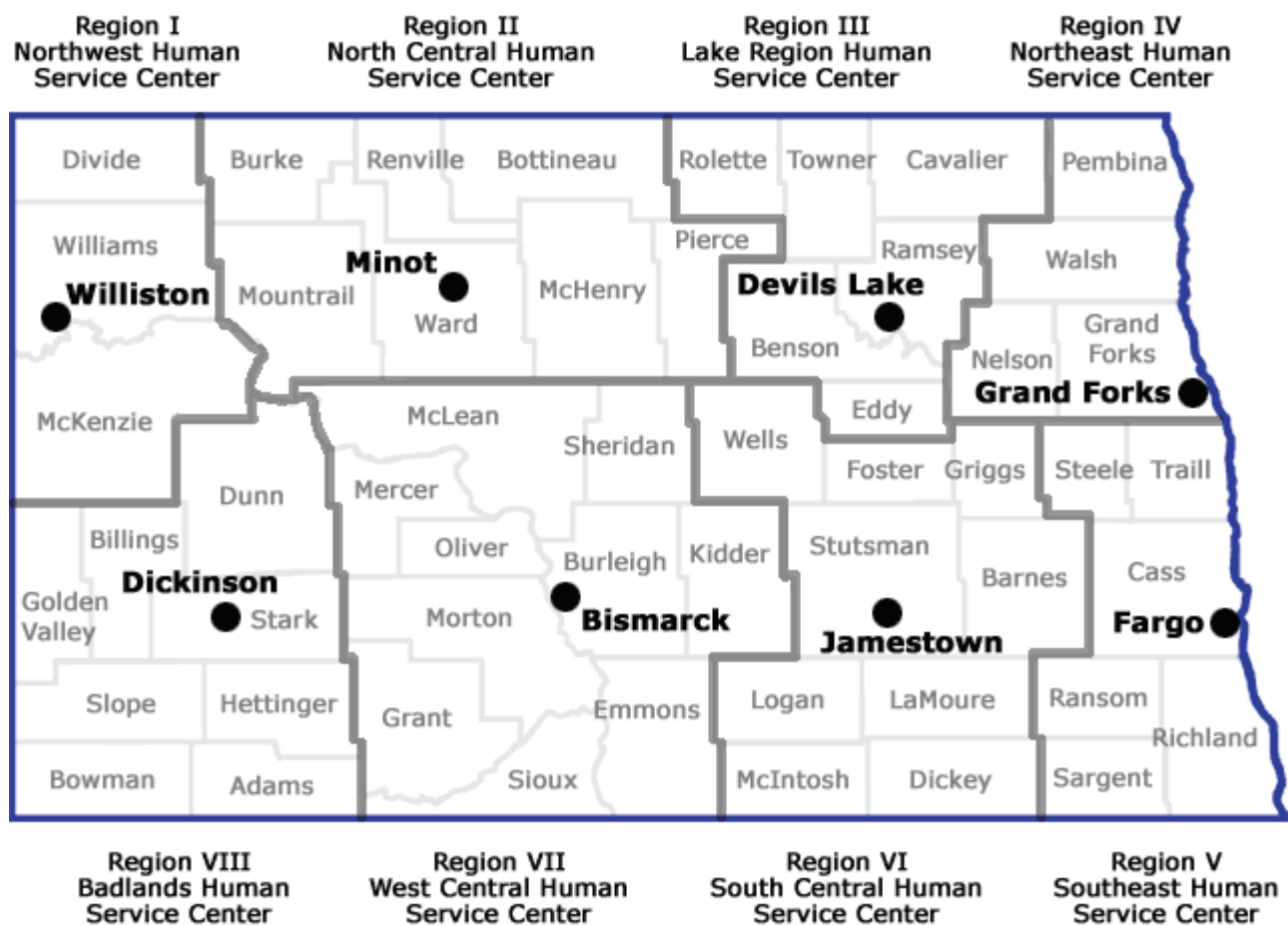
Outreach offices are located in Bottineau, New Town, Rugby, and Stanley

South Central Human Service Center

520 3rd Street NW
Jamestown, ND
Phone: (701) 253-6300
TTY: (701) 253-6414
Fax: (701) 253-6400
dhssschsc@nd.gov
Crisis Line: (701) 253-6304
Vocational Rehabilitation:
Phone: (701) 253-6388
TTY: (701) 253-6414

Northwest Human Service Center

P.O. Box 1266
316 2nd Avenue West
Williston, ND 58802
Phone: (701) 774-4600
Toll Free: (800) 231-7724
TTY: (701) 774-4692
Fax: (701) 774-4620
dhsnwhsc@nd.gov
Crisis Line: (701) 572-9111
Outreach Offices are located in Crosby, Tioga
and Watford City.
Vocational Rehabilitation:
Phone: (701) 774-4600





Notes



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